

“SERVICE THAT COMES WITH A TOUCH-SCREEN POS SYSTEM, IS JUST AS IMPORTANT, AS THE COST, WHEN CHOOSING A POS SYSTEM!”HERE’WHY:

WITHOUT THE “RIGHT” SERVICES OUTLINED BELOW, YOU COULD END UP, PAYING MORE IN LOST TIME, LOST MONEY.AND HEADACHES, THAN YOU PAID FOR THE POS SYSTEM YOU CHOSE!

THEREFORE, HERE’S TEN VERY IMPORTANT QUESTIONS TO ASK, ABOUT SERVICE, WHEN CHOOSING A TOUCH-SCREEN POS SYSTEM!

1. Does the system have the features and functionality needed for your particular business?

Many POS companies offer a single software package that is designed to be used by various business types, creating compromises when it comes to features needed for specific businesses.

Harbortouch offers various software packages for different business types, and each can be highly customized for your unique business needs. This ensures that your POS system will provide all the features and functionality needed for your particular business.

2. What type of reporting is available from the POS system? Can you access the reporting remotely?

Harbortouch POS systems feature comprehensive reporting capabilities to give you a top-level view of your business. You can access summary reports for your key performance indicators, or dive deep with granular filters to better analyze your business’s operations.

These reports include sales, financials, inventory, employee labor and productivity, plus many more areas. Additionally, all of these reports are available remotely through Lighthouse, our online POS management and reporting portal.

Not only can you access reports through Lighthouse, but you can also make changes to your POS system, such as: adding items, removing items or modifying prices among other things.

3. Does the POS provider offer in-house customer service and technical support? What are their support hours? What is the cost?

Harbortouch offers award-winning customer service and technical support 24 hours a day, seven days a week, completely in-house at our corporate headquarters. This support is always provided at no additional charge for our customers.

4. Does the POS company help with programming or customization of the system for your business? What is the cost?

Harbortouch will program your entire menu or import your product inventory into your new POS system and will customize the software to fit the needs of your business. While most POS providers offer this only as an optional service and at considerable cost, this service is included by Harbortouch at no additional cost.

5. Does the POS company offer on-site installation? Are the installers trained by the POS provider?

Harbortouch provides on-site installation at no additional cost to our customers. We employ a network of professional installers around the nation who have been trained and certified through our rigorous training program at our corporate headquarters in Allentown, PA.

6. Does the POS company provide training on the software?

Harbortouch provides extensive training on our POS software. This starts with training webinars before you receive the system, an on-site overview during installation, and unlimited follow-up training webinars for you and your staff. We also provide a number of valuable training resources such as step-by-step how-to videos, a comprehensive user guide and various quick reference guides.

7. Does the POS company replace or repair hardware if needed? What is the cost?

As part of Harbortouch's unique POS program, we offer free replacements of our POS systems and accessories if anything breaks or malfunctions due to normal wear and tear. The only cost to you is shipping for the new equipment! This means you'll have to buy another POS system, as long as you're a Harbortouch

8. Does the POS company provide software updates to ensure you are always running the latest version and are compliant with PCI regulations?

As both a POS and payments provider, Harbortouch is uniquely positioned to ensure that you are always compliant with PCI or other industry compliance regulations.

While most POS providers charge excessive fees to upgrade your software to a new version or implement changes to ensure compliance, Harbortouch provides these software updates at no additional cost. This means you'll need to pay for expensive software, as long as you're a Harbortouch customer!

9. Are all necessary business services (payments, POS, installation, service, support, gift cards, etc.) provided by the same company?

Harbortouch is a one-stop shop for our customers' point of sale and payments needs. We provide a single point of contact for anything related to the POS system, resulting in a better customer experience.

10. Does the POS provider offer a 30 trial period, which can be extended for up to a year?

Harbortouch offers a risk-free 30 day trial of our POS systems. However, this trial period can be extended for up to a year, depending upon your monthly credit card volume. This trial period provides you an opportunity, to operate the system, at your business, to make sure it functions as you want it to!

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